GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:4847
ANSWERED ON:24.04.2002
DOLPHIN SERVICE
P.R. KHUTE

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the consumers of Dolphine Mobile Service of MTNL havet o face protracted delay/ difficulties in getting the reimbursement.

(b) if so, the reasons therefor ;

(c) whether there is any time limit fixed for refunding the deposit; and

(d) if so, the details thereof?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI SIKDAR)

(a) & (b) There have been some delays in settling the accounts of surrendered cell phones, primarily due to technical reasons.

(c) & (d) Although there is no prescribed time limit fixed for refund cases, all such requests are being processed on top priority.